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Technology Center 2600

In re Patent Application of:)	Docket No.: 23453-035
)	
Michael ZIRNGIBL <i>et al.</i>)	Confirmation No.: 5280
)	
Serial No.: 09/455,534)	Examiner: Ming Chow
)	
Filed: December 7, 1999)	Group Art Unit: 2645

For: SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF
PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH INTEGRATED INBOUND
AND OUTBOUND VOICE SERVICES

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

Pursuant to the duty of disclosure under 37 C.F.R. §§ 1.56, 1.97 and 1.98, Applicants
hereby make of record in the above-identified application the documents listed on the attached
Form PTO-1449.

Applicants have listed publication dates on the attached PTO-1449 based on information
presently available to the undersigned. However, the listed publication dates should not be
construed as an admission that the information was actually published on the date indicated.
Where the publication date of a listed document does not provide a month of publication, the
year of publication of the listed document is sufficiently earlier than the effective U.S. filing date
and any foreign priority date so that the month of publication is not an issue.

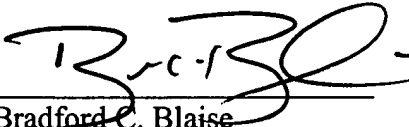
Applicants reserve the right to establish the patentability of the claimed invention over any of the information provided herewith, and/or to prove that this information may not be prior art, and/or to prove that this information may not be enabling for the teachings purportedly offered.

This Supplemental Information Disclosure Statement is being filed more than three months after the U.S. filing date, and after the mailing date of the first Office Action on the merits, but before the mailing date of a Final Action or Notice of Allowance, whichever occurs first. 37 C.F.R. 1.97(c). Attached is our check in the amount of \$180.00 in payment of the fee under 37 C.F.R. 1.17(p). Please charge any fee deficiencies, or credit any overpayment, to Deposit Account No. 50-0311 as needed to ensure consideration of the Supplemental Information Disclosure Statement. A duplicate copy of this paper is attached.

It is respectfully requested that the Examiner initial and return a copy of the enclosed PTO-1449.

Respectfully submitted,

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